

Southwest Airlines Co.
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[REDACTED]



October 12, 2017

Lorenda Ward
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 1813 Flight Attendant Statement

Lorenda,

Per your request, please find below the statement from the injured Flight Attendant on Southwest Airlines Flight 1813.

Flight Attendant

I was working in the forward galley during inflight service pouring a cup of hot water when the cup slipped from my hand. I dropped the cup and the hot water poured directly onto the back of my hand from the coffeemaker for a brief moment.

I felt my hand stinging and poured water from cans directly onto my hand until the pain subsided. I continued service and kept pouring water to cool my hand, later from the lavatory after I finished service, and for the remainder of the flight.

I told the other Flight Attendants and Captain of my burn but did not seek attention during the flight as the pain had calmed down and did not seem severe enough. During final descent, I was seated in my jumpseat when the pain and stinging returned stronger than before. I was able to open the forward entry door but did have some pain in my hand when doing so. After arriving in LAX, I asked the Operations Agent to call for medical assistance at the gate and called Scheduling to inform them of the incident.

EMTs came and took my vitals and determined they could not treat it. They suggested I seek further help from them or from the company. I spoke with the Inflight Base Manager who pulled me from the remainder of my pairing and provided me with a flight back home to Chicago.

Thank you,

Sara Gons
Air Operations Safety Investigator
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Southwest Airlines, Co.

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